



Enterprise Services Oversight Committee Charter

Mission

To oversee the development and operation of high quality, reliable statewide enterprise IT services provided by the Department of Administration.

Responsibility/Authority

- Develop and recommend policies for all enterprise services to be approved by ITRMC
 - Oversee implementation of approved policies
- Develop & monitor quality and customer service metrics for all enterprise services provided by the Department of Administration
 - Strive for the highest levels of quality, reliability and customer service as available resources allow
 - Recommend process changes based on monitoring of metrics to achieve performance improvement
- Strategic planning for enterprise services
- Develop and recommend rates for services to be approved by ITRMC
- Review and approve service level agreements
- Hear and decide disputes or appeals between agencies and the Department of Administration
- Recommend budgets & staffing for enterprise services and review proposed budgets
- Communication and periodic reporting to stakeholders on performance and status of services
- Reporting to ITRMC as required

Committee Organization

Membership

The committee will consist of seven permanent member agencies, one rotating member agency, and one rotating private sector organization. The rotating agency and private sector organization will serve two year terms. Permanent member agencies are: Department of Administration, Department of Labor, State Controller's Office, Department of Health & Welfare, Tax Commission, Department of Transportation and Department of Correction.

Every two years, or as necessary to fill vacancies, the committee will recommend to ITRMC the rotating agency and organization, and ITRMC will appoint the representatives from each agency and organization, both permanent members and rotating. Agencies represented on the committee may select a designee to attend meetings in the absence of the representative approved by ITRMC. The state CTO will be an ex-officio, non-voting member of the committee. The ITRMC staff will provide administrative support to the committee.

Chairman

A chair and co-chair shall be elected by the committee to serve one-year terms, with the co-chair ascending to the chairmanship each year. The committee may hold elections as necessary to fill vacancies in the chair and co-chair positions.

- **Chairman Responsibilities**-The chairman will be responsible, with help and support from the ITRMC staff, for scheduling and conducting meetings and reporting to ITRMC as required.
- **Co-Chairman Responsibilities**-The co-chairman will be responsible for conducting committee business in the absence of the chairman. The co-chairman will also be responsible for working with the Department of Administration to present performance metrics to the committee for its review at each committee meeting.

Meeting Schedule

The committee shall meet no less frequently than monthly, but may meet more often as determined by the chairman. Meeting minutes will be recorded and published in accordance with standard procedures.

Approvals

Recommendations, resolutions and decisions of the committee will be approved by majority vote of the members present at any scheduled meetings, or special meetings called by the Chairman. A quorum of the committee is required to conduct committee business. Only appointed members of the committee may vote. Designees may attend meetings and participate in the absence of the appointed member, but do not have voting rights.

Effective Date

The Enterprise Services Oversight Committee was formed by approval of ITRMC as of June 1, 2009.